

Open School

Video Activity: How Can Patients and Providers See Eye to Eye?

(<http://www.ihl.org/education/IHIOpenSchool/resources/Pages/Activities/TrevorTorres-TruePartners.aspx>)

Trevor Torres, Student, Patient, “Diabetes Evangelist”

Facilitator Instructions

- Review the learning objectives and description with your group.
- Watch the [video](#) together (3 min 02 sec).
- As a group, discuss your reactions to the video, using the discussion questions as a guide.

Learning Objectives

At the end of this activity, you will be able to:

- Discuss the different perspectives providers and patients bring to their interactions.
- Recognize the value of opening up a dialogue with a patient.
- Recognize the importance of a first visit from a patient’s point of view.

Description

We first met Trevor Torres a couple years ago when he told us why he’d recommended Type 1 diabetes. Now, after he’s started presenting on the patient perspective to national audiences, Trevor is back with some new wisdom about how patients and providers can communicate effectively.

In his tell-it-like-it-is style, Trevor shares a few reasons why patients and providers sometimes struggle to “bridge the empathy gap,” and explains what both sides can do to build more meaningful connections.

Key Topics

Person- and Family-Centered Care; Endocrine Disorders; Diabetes; Satisfaction: Patient and Family

Related IHI Open School Online Courses

- [PFC 101: Dignity and Respect](#)
 - [PFC 102: A Guide to Shadowing: Seeing Care Through the Eyes of Patients and Families](#)
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Facilitator, show the [video on this page](#). For your group's discussion after the video, feel free to adjust these questions and/or add your own.

Discussion Questions

1. Why do you think first impressions can be especially challenging for patients and providers?
2. Why do you think patients and providers can struggle to be true partners in health care?
3. Do you have any tips on how a provider can help open up a meaningful dialogue with a patient?
4. Do you have any tips on how a patient can help open up a meaningful dialogue with a provider?
5. Can you recall a great connection you had with a provider when you were a patient? What about a great connection you had with a patient when you were a provider? What made the relationship(s) effective and comfortable?